



EDMUND G. BROWN JR.  
GOVERNOR



MATTHEW RODRIGUEZ  
SECRETARY FOR  
ENVIRONMENTAL PROTECTION

## State Water Resources Control Board

Division of Drinking Water

April 18, 2017

System No. 3610036

Mark Wiley, Water and Sewer Manager  
14000 Civic Center Dr.  
Chino Hills, CA 91709

### **CITATION NO. 05-13-17C-012 TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL VIOLATION FOR MARCH 2017**

Enclosed is a Citation issued to the City of Chino Hills (hereinafter "City") public water system.

The City will be billed at the State Water Resources Control Board's (hereinafter "State Board") hourly rate for the time spent on issuing this Citation. California Health and Safety Code, Section 116577, provides that a public water system must reimburse the State Board for actual costs incurred by the State Board for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with a citation. At this time, the State Board has spent approximately 0.5 hour(s) on enforcement activities associated with this violation.

City will receive a bill sent from the State Board in August of the next fiscal year. This bill will contain fees for any enforcement time spent on the City for the current fiscal year.

If you have any questions regarding this matter, please contact Marisela Peña of my staff at (909) 383-5184 or me at (909) 383-4328.

Sincerely,

Eric J. Zúñiga, P.E.  
District Engineer  
San Bernardino District  
Southern California Field Operations Branch

Enclosure(s)

1. Citation No. 05-13-17C-012

cc:

Citation No. 05-13-17C-012

STATE OF CALIFORNIA  
STATE WATER RESOURCES CONTROL BOARD  
DIVISION OF DRINKING WATER

**Name of Public Water System:** City of Chino Hills

**Water System No:** 3610036

**Attention:** Mark Wiley  
14000 Civic Center Dr.  
Chino Hills, CA 91709

**Issued:** April 18, 2017

CITATION FOR NONCOMPLIANCE  
TOTAL COLIFORM MAXIMUM CONTAMINANT LEVEL VIOLATION  
CALIFORNIA CODE OF REGULATIONS, TITLE 22, SECTION 64426.1  
MARCH 2017

The California Health and Safety Code (hereinafter "CHSC"), Section 116650 authorizes the State Water Resources Control Board (hereinafter "State Board") to issue a citation to a public water system when the State Board determines that the public water system has violated or is violating the California Safe Drinking Water Act (hereinafter "California SDWA"), (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit, or order issued or adopted thereunder.

1 The State Board, acting by and through its Division of Drinking Water  
2 (hereinafter "Division") and the Deputy Director for the Division, hereby  
3 issues this citation pursuant to Section 116650 of the CHSC to the City of  
4 Chino Hills (hereinafter "City") for violation of CHSC, Section 116555(a)(1)  
5 and, California Code of Regulations (hereinafter "CCR"), Title 22, Section  
6 64426.1.

7  
8 A copy of the applicable statutes and regulations are included in Appendix 1,  
9 which is attached hereto and incorporated by reference.

#### 10 11 **STATEMENT OF FACTS**

12 The City is classified as a community water system with a population of  
13 77,596, serving 21,407 connections. The Division received laboratory results  
14 for 121 bacteriological samples collected during March 2017 from the City.  
15 All samples were analyzed for the presence of total coliform bacteria. 7 of  
16 the 121 samples analyzed were positive for total coliform bacteria. None of  
17 the total coliform positive samples showed the presence of *Escherichia coli*  
18 (*E. coli*) bacteria.

#### 19 20 **DETERMINATION**

21 CCR, Title 22, Section 64426.1, Total Coliform Maximum Contaminant Level  
22 (MCL) states that a public water system is in violation of the total coliform  
23 MCL if it collects at least 40 bacteriological samples per month and more  
24 than five (5) percent of the samples collected in any one month are total  
25 coliform-positive.

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27 The City took 121 bacteriological samples during March 2017. The results of  
28 the analysis of 7 routine samples were total coliform positive. This

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27 The City took 121 bacteriological samples during March 2017. The results of  
28 the analysis of 7 routine samples were total coliform positive. This

1 represents 7% percent of the total number of samples taken in this  
2 monitoring period. Therefore, the Division has determined that the City  
3 violated CCR, Title 22, Section 64426.1 during March 2017.

#### 5 **DIRECTIVES**

6 The City is hereby directed to take the following actions:

- 7  
8 1. Comply with CCR, Title 22, Section 64426.1, in all future monitoring  
9 periods.
- 10  
11 2. The City distributed a Tier 2 notification to all persons served by the  
12 City on **April 4, 2017**. The notification included details of its violation  
13 of Section 64426.1, in conformance with CCR, Title 22, Sections  
14 64463.4(b)&(c) and 64465. Copies of Sections 64463.4 and 64465  
15 are included in Appendix 1. A copy of the Tier 2 notification sent to  
16 consumers can be found in Appendix 2: Notification Template.
- 17  
18 3. Complete Appendix 3: Compliance Certification Form. Submit it to the  
19 Division on or before **April 30, 2017**.
- 20  
21 4. The City submitted the information required by CCR, Title 22, Section  
22 64426(b)(2) on April 4, 2017. A copy of the completed form can be  
23 found in Appendix 4: Revised Total Coliform Rule (RTCR) – Level 1  
24 Assessment.

25  
26  
27 All submittals required by this Citation shall be electronically submitted to the  
28 Division at the following address. The subject line for all electronic

represents 7% percent of the total number of samples taken in this monitoring period. Therefore, the Division has determined that the City violated CCR, Title 22, Section 64426.1 during March 2017.

### DIRECTIVES

The City is hereby directed to take the following actions:

1. Comply with CCR, Title 22, Section 64426.1, in all future monitoring periods.
2. The City distributed a Tier 2 notification to all persons served by the City on **April 4, 2017**. The notification included details of its violation of Section 64426.1, in conformance with CCR, Title 22, Sections 64463.4(b)&(c) and 64465. Copies of Sections 64463.4 and 64465 are included in Appendix 1. A copy of the Tier 2 notification sent to consumers can be found in Appendix 2: Notification Template.
3. Complete Appendix 3: Compliance Certification Form. Submit it to the Division on or before **April 30, 2017**.
4. The City submitted the information required by CCR, Title 22, Section 64426(b)(2) on April 4, 2017. A copy of the completed form can be found in Appendix 4: Revised Total Coliform Rule (RTCR) – Level 1 Assessment.

All submittals required by this Citation shall be electronically submitted to the Division at the following address. The subject line for all electronic

1 submittals corresponding to this citation shall include the following  
2 information: Water System name and number, citation number and title of  
3 the document being submitted.

4  
5 Eric Zúñiga  
6 District Engineer  
7 San Bernardino District  
8 dwpdist13@waterboards.ca.gov  
9

10 The State Board reserves the right to make such modifications to this  
11 Citation as it may deem necessary to protect public health and safety. Such  
12 modifications may be issued as amendments to this Citation and shall be  
13 effective upon issuance.  
14

15 Nothing in this Citation relieves the City of its obligation to meet the  
16 requirements of the California SDWA (CHSC, Division 104, Part 12, Chapter  
17 4, commencing with Section 116270), or any regulation, standard, permit or  
18 order issued or adopted thereunder.  
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*Eric J. Zúñiga*  
Eric J. Zúñiga, P.E.  
District Engineer  
San Bernardino District  
Southern California Field Operations Branch

*4/18/17*  
Date



Appendices (4):

1. Applicable Statutes and Regulations
2. Notification Template
3. Compliance Certification Form
4. Revised Total Coliform Rule (RTCR) – Level 1 Assessment.

Citation No. 05-13-17C-012

**PARTIES BOUND**

This Citation shall apply to and be binding upon the City, its owners, shareholders, officers, directors, agents, employees, contractors, successors, and assignees.

**SEVERABILITY**

The directives of this Citation are severable, and the City shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

**FURTHER ENFORCEMENT ACTION**

The California SDWA authorizes the State Board to: issue a citation or order with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the State Board to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the State Board, and to petition the superior court to take various enforcement measures against a public water system that has failed to comply with an order of the State Board. The State Board does not waive any further enforcement action by issuance of this Citation.

## APPENDIX 1: APPLICABLE STATUTES AND REGULATIONS FOR CITATION NO. 05-13-17C-012

*NOTE: The following language is provided for the convenience of the recipient, and cannot be relied upon as the State of California's representation of the law. The published codes are the only official representation of the law. Regulations related to drinking water are in Titles 22 and 17 of the California Code of Regulations. Statutes related to drinking water are in the Health & Safety Code, the Water Code, and other codes.*

### **California Health and Safety Code (CHSC):**

#### **Section 116271 states in relevant part:**

(a) The State Water Resources Control Board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

- (1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
- (2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
- (3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
- (4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
- (5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
- (6) Chapter 7 (commencing with Section 116975).
- (7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
- (8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
- (9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
- (10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
- (11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
- (12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The State Water Resources Control Board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to "department," "state department," or "director" regarding a function transferred to the State Water Resources Control Board shall refer to the State Water Resources Control Board. This section does not impair the authority of a local health officer to enforce this chapter or a county's election not to enforce this chapter, as provided in Section 116500...

- (k)
- (1) The State Water Resources Control Board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.
  - (2) The deputy director is delegated the State Water Resources Control Board's authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken, but are not subject to reconsideration, by the State Water Resources Control Board. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the State Water Resources Control Board, but any aggrieved person may petition the State Water Resources Control Board for reconsideration of the decision or action. This subdivision is not a limitation on the State Water Resources Control Board's authority to delegate any other powers and duties.

#### **Section 116555 states in relevant part:**

- (a) Any person who owns a public water system shall ensure that the system does all of the following:
- (1) Complies with primary and secondary drinking water standards.
  - (2) Will not be subject to backflow under normal operating conditions.
  - (3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

**Section 116650 states in relevant part:**

- (a) If the state board determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the state board may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.
- (b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.
- (c) A citation may specify a date for elimination or correction of the condition constituting the violation.
- (d) A citation may include the assessment of a penalty as specified in subdivision (e).
- (e) The state board may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation and shall be in addition to any liability or penalty imposed under any other law.

**California Code of Regulations, Title 22 (CCR):****Section 64421 (General Requirements) states:**

- (a) Each water supplier shall:
  - (1) Develop a routine sample siting plan as required in section 64422;
  - (2) Collect routine, repeat and replacement samples as required in Sections 64423, 64424, and 64425;
  - (3) Have all samples analyzed by laboratories approved to perform those analyses by the State Board and report results as required in section 64423.1;
  - (4) Notify the State Board when there is an increase in coliform bacteria in bacteriological samples as required in section 64426; and
  - (5) Comply with the Maximum Contaminant Level as required in section 64426.1.
- (b) Water suppliers shall perform additional bacteriological monitoring as follows:
  - (1) After construction or repair of wells;
  - (2) After main installation or repair;
  - (3) After construction, repair, or maintenance of storage facilities; and
  - (4) After any system pressure loss to less than five psi. Samples collected shall represent the water quality in the affected portions of the system.

**Section 64422 (Routine Sample Siting Plan) states:**

- (a) By September 1, 1992, each water supplier shall develop and submit to the State Board a siting plan for the routine collection of samples for total coliform analysis, subject to the following:
  - (1) The sample sites chosen shall be representative of water throughout the distribution system including all pressure zones, and areas supplied by each water source and distribution reservoir.
  - (2) The water supplier may rotate sampling among the sample sites if the total number of sites needed to comply with (a)(1) above exceeds the number of samples required according to Table 64423-A. The rotation plan shall be described in the sample siting plan.
- (b) If personnel other than certified operators will be performing field tests and/or collecting samples, the sample siting plan shall include a declaration that such personnel have been trained, pursuant to §64415 (b).
- (c) The supplier shall submit an updated plan to the State Board at least once every ten years and at any time the plan no longer ensures representative monitoring of the system.

**Section 64423 (Routine Sampling) states:**

- (a) Each water supplier shall collect routine bacteriological water samples as follows:
  - (1) The minimum number of samples for community water systems shall be based on the known population served or the total number of service connections, whichever results in the greater number of samples, as shown in Table 64423-A. A community water system using groundwater which serves 25-1000 persons may request from the State Board a reduction in monitoring frequency. The minimum reduced frequency shall not be less than one sample per quarter.
  - (2) The minimum number of samples for nontransient-noncommunity water systems shall be based on the known population served as shown in Table 64423-A during those months when the system is operating. A nontransient-noncommunity water system using groundwater which serves 25-1000 persons may request from the State Board a reduction in monitoring frequency if it has not violated the requirements in this article during the past twelve months. The minimum reduced frequency shall not be less than one sample per quarter.
  - (3) The minimum number of samples for transient-noncommunity water systems using groundwater and serving 1000 or fewer persons a month shall be one in each calendar quarter during which the system provides water to the public.
  - (4) The minimum number of samples for transient-noncommunity water systems using groundwater and serving more than 1000 persons during any month shall be based on the known population served as shown in Table 64423-A, except that the water supplier may request from the State Board a reduction in monitoring

for any month the system serves 1000 persons or fewer. The minimum reduced frequency shall not be less than one sample in each calendar quarter during which the system provides water to the public.

(5) The minimum number of samples for transient-noncommunity water systems using approved surface water shall be based on the population served as shown in Table 64423-A. A system using groundwater under the direct influence of surface water shall begin monitoring at this frequency by the end of the sixth month after the State Board has designated the source to be approved surface water.

(6) A public water system shall collect samples at regular time intervals throughout the month, except that a system using groundwater which serves 4,900 persons or fewer may collect all required samples on a single day if they are taken from different sites.

(b) In addition to the minimum sampling requirements, all water suppliers using approved surface water which do not practice treatment in compliance with Sections 64650 through 64666, shall collect a minimum of one sample before or at the first service connection each day during which the turbidity level of the water delivered to the system exceeds 1 NTU. The sample shall be collected within 24 hours of the exceedance and shall be analyzed for total coliforms. If the water supplier is unable to collect and/or analyze the sample within the 24-hour time period because of extenuating circumstances beyond its control, the supplier shall notify the State Board within the 24-hour time period and may request an extension. Sample results shall be included in determining compliance with the MCL for total coliforms in Section 64426.1.

(c) If any routine, repeat, or replacement sample is total coliform-positive, then the water supplier shall collect repeat samples in accordance with Section 64424 and comply with the reporting requirements specified in Sections 64426 and 64426.1.

**Table 64423-A**  
Minimum Number of Routine Total Coliform Samples

Monthly Population Served	Service Connections	Minimum Number of Samples
25 to 1000	15 to 400	1 per month
1,001 to 2,500	401 to 890	2 per month
2,501 to 3,300	891 to 1,180	3 per month
3,301 to 4,100	1,181 to 1,460	4 per month
4,101 to 4,900	1,461 to 1,750	5 per month
4,901 to 5,800	1,751 to 2,100	6 per month
5,801 to 6,700	2,101 to 2,400	7 per month
6,701 to 7,600	2,401 to 2,700	2 per week
7,601 to 12,900	2,701 to 4,600	3 per week
12,901 to 17,200	4,601 to 6,100	4 per week
17,201 to 21,500	6,101 to 7,700	5 per week
21,501 to 25,000	7,701 to 8,900	6 per week
25,001 to 33,000	8,901 to 11,800	8 per week
33,001 to 41,000	11,801 to 14,600	10 per week
41,001 to 50,000	14,601 to 17,900	12 per week
50,001 to 59,000	17,901 to 21,100	15 per week
59,001 to 70,000	21,101 to 25,000	18 per week
70,001 to 83,000	25,001 to 29,600	20 per week
83,001 to 96,000	29,601 to 34,300	23 per week
96,001 to 130,000	34,301 to 46,400	25 per week
130,001 to 220,000	46,401 to 78,600	30 per week
220,001 to 320,000	78,601 to 114,300	38 per week
320,001 to 450,000	114,301 to 160,700	50 per week
450,001 to 600,000	160,701 to 214,300	55 per week
600,001 to 780,000	214,301 to 278,600	60 per week
780,001 to 970,000	278,601 to 346,400	70 per week
970,001 to 1,230,000	346,401 to 439,300	75 per week
1,230,001 to 1,520,000	439,301 to 542,900	85 per week
1,520,001 to 1,850,000	542,901 to 660,700	90 per week
1,850,001 to 2,270,000	660,701 to 810,700	98 per week
2,270,001 to 3,020,000	810,701 to 1,078,600	105 per week
3,020,001 to 3,960,000	1,078,601 to 1,414,300	110 per week
3,960,001 or more	1,414,301 or more	120 per week

**Section 64423.1 (Sample Analysis and Reporting of Results) states:**

(a) The water supplier shall designate (label) each sample as routine, repeat, replacement, or "other" pursuant to Section 64421(b), and have each sample analyzed for total coliforms. The supplier also shall require the laboratory to analyze the same sample for fecal coliforms or *Escherichia coli* (*E. coli*) whenever the presence of total coliforms is indicated. As a minimum, the analytical results shall be reported in terms of the presence or absence of total or fecal coliforms, or *E. coli* in the sample, whichever is appropriate.

(b) The water supplier shall require the laboratory to notify the supplier within 24 hours, whenever the presence of total coliforms, fecal coliforms or *E. coli* is demonstrated in a sample or a sample is invalidated due to interference problems, pursuant to Section 64425(b), and shall ensure that a contact person is available to receive these analytical results 24-hours a day. The water supplier shall also require the laboratory to immediately notify the State Board of any positive bacteriological results if the laboratory cannot make direct contact with the designated contact person within 24 hours.

(c) Analytical results of all required samples collected for a system in a calendar month shall be reported to the State Board not later than the tenth day of the following month, as follows:

(1) The water supplier shall submit a monthly summary of the bacteriological monitoring results to the State Board.

(2) For systems serving fewer than 10,000 service connections or 33,000 persons, the water supplier shall require the laboratory to submit copies of all required bacteriological monitoring results directly to the State Board.

(3) For systems serving more than 10,000 service connections, or 33,000 persons, the water supplier shall require the laboratory to submit copies of bacteriological monitoring results for all positive routine samples and all repeat samples directly to the State Board.

(d) Laboratory reports shall be retained by the water supplier for a period of at least five years and shall be made available to the State Board upon request.

**Section 64424 (Repeat Sampling) states in relevant part:**

(a) If a routine sample is total coliform-positive, the water supplier shall collect a repeat sample set as described in paragraph (1) within 24 hours of being notified of the positive result. The repeat samples shall all be collected within the same 24 hour time period. A single service connection system may request that the State Board allow the collection of the repeat sample set over a four-day period.

(1) For a water supplier that normally collects more than one routine sample a month, a repeat sample set shall be at least three samples for each total coliform-positive sample. For a water supplier that normally collects one or fewer samples per month, a repeat sample set shall be at least four samples for each total coliform-positive sample.

(2) If the water supplier is unable to collect the samples within the 24-hour time period specified in subsection (a) or deliver the samples to the laboratory within 24 hours after collection because of circumstances beyond its control, the water supplier shall notify the State Board within 24 hours. The State Board will then determine how much time the supplier will have to collect the repeat samples.

(b) When collecting the repeat sample set, the water supplier shall collect at least one repeat sample from the sampling tap where the original total coliform-positive sample was taken. Other repeat samples shall be collected within five service connections upstream or downstream of the original site. At least one sample shall be from upstream and one from downstream unless there is no upstream and/or downstream service connection.

(c) If one or more samples in the repeat sample set is total coliform-positive, the water supplier shall collect and have analyzed an additional set of repeat samples as specified in subsections (a) and (b). The supplier shall repeat this process until either no coliforms are detected in one complete repeat sample set or the supplier determines that the MCL for total coliforms specified in Section 64426.1 has been exceeded and notifies the State Board.

(d) If a public water system for which fewer than five routine samples/month are collected has one or more total coliform-positive samples, the water supplier shall collect at least five routine samples the following month. If the supplier stops supplying water during the month after the total coliform-positive(s), at least five samples shall be collected during the first month the system resumes operation. A water supplier may request the State Board waive the requirement to collect at least five routine samples the following month, but a waiver will not be granted solely on the basis that all repeat samples are total coliform-negative. To request a waiver, one of the following conditions shall be met:

(1) The State Board conducts a site visit before the end of the next month the system provides water to the public to determine whether additional monitoring and/or corrective action is necessary to protect public health.

(2) The State Board determines why the sample was total coliform-positive and establishes that the system has corrected the problem or will correct the problem before the end of the next month the system serves water to the public. If a waiver is granted, a system shall collect at least one routine sample before the end of the next month it serves water to the public and use it to determine compliance with Section 64426.1.

**Section 64425 (Sample Invalidation) states:**

(a) A water supplier may request the Department to invalidate a sample for which a total coliform-positive result has been reported if the supplier demonstrates:

(1) All repeat sample(s) collected at the same tap as the original total coliform-positive sample also are total coliform-positive and all repeat samples collected within five service connections of the original tap are not total coliform-positive; or

(2) The laboratory did not follow the prescribed analytical methods pursuant to §64415(a), based on a review of laboratory documentation by the Department. The supplier shall submit to the Department a written request for invalidation along with the laboratory documentation, the supplier's sample collection records and any observations noted during sample collection and delivery. The water supplier shall require the laboratory to provide the supplier with documentation which shall include, but not be limited to:

(A) A letter from the director of the laboratory having generated the data, confirming the invalidation request by reason of laboratory accident or error;

(B) Complete sample identification, laboratory sample log number (if used), date and time of collection, date and time of receipt by the laboratory, date and time of analysis for the sample(s) in question;

(C) Complete description of the accident or error alleged to have invalidated the result(s);

(D) Copies of all analytical, operating, and quality assurance records pertaining to the incident in question; and

(E) Any observations noted by laboratory personnel when receiving and analyzing the sample(s) in question.

(b) Whenever any total coliform sample result indicative of the absence of total coliforms has been declared invalid by the laboratory due to interference problems as specified at 40 Code Federal Regulations, Section 141.2100(c)(2), the supplier shall collect a replacement sample from the same location as the original sample within 24 hours of being notified of the interference problem, and have it analyzed for the presence of total coliforms. The supplier shall continue to re-sample at the original site within 24 hours and have the samples analyzed until a valid result is obtained.

**Section 64426 (Significant Rise in Bacterial Count) states in relevant part:**

(a) Any of the following criteria shall indicate a possible significant rise in bacterial count:

(1) A system collecting at least 40 samples per month has a total coliform-positive routine sample followed by two total coliform-positive repeat samples in the repeat sample set;

(2) A system has a sample which is positive for fecal coliform or *E. coli*; or

(3) A system fails the total coliform Maximum Contaminant Level (MCL) as defined in Section 64426.1.

(b) When the coliform levels specified in subsection (a) are reached or exceeded, the water supplier shall:

(1) Contact the State Board by the end of the day on which the system is notified of the test result or the system determines that it has exceeded the MCL, unless the notification or determination occurs after the State Board office is closed, in which case the supplier shall notify the State Board within 24 hours; and

(2) Submit to the State Board information on the current status of physical works and operating procedures which may have caused the elevated bacteriological findings, or any information on community illness suspected of being waterborne. This shall include, but not be limited to:

(A) Current operating procedures that are or could potentially be related to the increase in bacterial count;

(B) Any interruptions in the treatment process;

(C) System pressure loss to less than 5 psi;

(D) Vandalism and/or unauthorized access to facilities;

(E) Physical evidence indicating bacteriological contamination of facilities;

(F) Analytical results of any additional samples collected, including source samples;

(G) Community illness suspected of being waterborne; and

(H) Records of the investigation and any action taken.

**Section 64426.1 (Total Coliform Maximum Contaminant Level (MCL)) states in relevant part:**

(b) A public water system is in violation of the total coliform MCL when any of the following occurs:

(1) For a public water system which collects at least 40 samples per month, more than 5.0 percent of the samples collected during any month are total coliform-positive; or

(2) For a public water system which collects fewer than 40 samples per month, more than one sample collected during any month is total coliform-positive; or

(3) Any repeat sample is fecal coliform-positive or *E. coli*-positive; or

(4) Any repeat sample following a fecal coliform-positive or *E. coli*-positive routine sample is total coliform-positive.

(c) If a public water system is not in compliance with paragraphs (b)(1) through (4), during any month in which it supplies water to the public, the water supplier shall notify the State Board by the end of the business day on which this is determined, unless the determination occurs after the State Board office is closed, in which case the supplier shall notify the State Board within 24 hours of the determination. The water supplier shall also notify the consumers served by the water system. A Tier 2 Public Notice shall be given for violations of paragraph (b)(1) or (2), pursuant to section 64463.4. A Tier 1 Public Notice shall be given for violations of paragraph (b)(3) or (4), pursuant to section 64463.1.

**Section 64463.1 (Tier 1 Public Notice) states in relevant part:**

- (a) A water system shall give public notice pursuant to this section and section 64465 if any of the following occurs:
- (1) Violation of the total coliform MCL when:
    - (A) Fecal coliform or E. coli are present in the distribution system; or
    - (B) When any repeat sample tests positive for coliform and the water system fails to test for fecal coliforms or E. coli in the repeat sample;...
  - (b) As soon as possible within 24 hours after learning of any of the violations in subsection (a) or being notified by the State Board that it has determined there is a potential for adverse effects on human health [pursuant to paragraph (a)(4), (5), or (6)], the water system shall:
    - (1) Give public notice pursuant to this section;
    - (2) Initiate consultation with the State Board within the same timeframe; and
    - (3) Comply with any additional public notice requirements that are determined by the consultation to be necessary to protect public health.
  - (c) A water system shall deliver the public notice in a manner designed to reach residential, transient, and nontransient users of the water system and shall use, as a minimum, one of the following forms:
    - (1) Radio or television;
    - (2) Posting in conspicuous locations throughout the area served by the water system;
    - (3) Hand delivery to persons served by the water system; or
    - (4) Other method approved by the State Board, based on the method's ability to inform water system users.

**Section 64463.4 (Tier 2 Public Notice) states:**

- (a) A water system shall give public notice pursuant to this section if any of the following occurs:
- (1) Any violation of the MCL, MRDL, and treatment technique requirements, except:
    - (A) Where a Tier 1 public notice is required under section 64463.1; or
    - (B) Where the State Board determines that a Tier 1 public notice is required, based on potential health impacts and persistence of the violations;
  - (2) All violations of the monitoring and testing procedure requirements in sections 64421 through 64426.1, article 3 (Primary Standards – Bacteriological Quality), for which the State Board determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations;
  - (3) Other violations of the monitoring and testing procedure requirements in this chapter, and chapters 15.5, 17 and 17.5, for which the State Board determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations; or
  - (4) Failure to comply with the terms and conditions of any variance or exemption in place.
- (b) A water system shall give the notice as soon as possible within 30 days after it learns of a violation or occurrence specified in subsection (a), except that the water system may request an extension of up to 60 days for providing the notice. This extension would be subject to the State Board's written approval based on the violation or occurrence having been resolved and the State Board's determination that public health and welfare would in no way be adversely affected. In addition, the water system shall:
- (1) Maintain posted notices in place for as long as the violation or occurrence continues, but in no case less than seven days;
  - (2) Repeat the notice every three months as long as the violation or occurrence continues. Subject to the State Board's written approval based on its determination that public health would in no way be adversely affected, the water system may be allowed to notice less frequently but in no case less than once per year. No allowance for reduced frequency of notice shall be given in the case of a total coliform MCL violation or violation of a Chapter 17 treatment technique requirement; and
  - (3) For turbidity violations pursuant to sections 64652.5(c)(2) and 64653(c), (d) and (f), as applicable, a water system shall consult with the State Board as soon as possible within 24 hours after the water system learns of the violation to determine whether a Tier 1 public notice is required. If consultation does not take place within 24 hours, the water system shall give Tier 1 public notice within 48 hours after learning of the violation.
- (c) A water system shall deliver the notice, in a manner designed to reach persons served, within the required time period as follows:
- (1) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, community water systems shall give public notice by:
    - (A) Mail or direct delivery to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system; and
    - (B) Use of one or more of the following methods to reach persons not likely to be reached by a mailing or direct delivery (renters, university students, nursing home patients, prison inmates, etc.):
      1. Publication in a local newspaper;
      2. Posting in conspicuous public places served by the water system, or on the Internet; or
      3. Delivery to community organizations.

(2) Unless otherwise directed by the State Board in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, noncommunity water systems shall give the public notice by:

- (A) Posting in conspicuous locations throughout the area served by the water system; and
- (B) Using one or more of the following methods to reach persons not likely to be reached by a public posting:
  - 1. Publication in a local newspaper or newsletter distributed to customers;
  - 2. E-mail message to employees or students;
  - 3. Posting on the Internet or intranet; or
  - 4. Direct delivery to each customer.

**Section 64465 (Public Notice Content and Format) states in relevant part:**

(a) Each public notice given pursuant to this article, except Tier 3 public notices for variances and exemptions pursuant to subsection (b), shall contain the following:

- (1) A description of the violation or occurrence, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);
- (2) The date(s) of the violation or occurrence;
- (3) Any potential adverse health effects from the violation or occurrence, including the appropriate standard health effects language from appendices 64465-A through G;
- (4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in drinking water;
- (5) Whether alternative water supplies should be used;
- (6) What actions consumers should take, including when they should seek medical help, if known;
- (7) What the water system is doing to correct the violation or occurrence;
- (8) When the water system expects to return to compliance or resolve the occurrence;
- (9) The name, business address, and phone number of the water system owner, operator, or designee of the water system as a source of additional information concerning the public notice;
- (10) A statement to encourage the public notice recipient to distribute the public notice to other persons served, using the following standard language: —Please share this information with all the other people who drink this water, especially those who may not have received this public notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail; and
- (11) For a water system with a monitoring and testing procedure violation, this language shall be included: "We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period dates], we ['did not monitor or test' or 'did not complete all monitoring or testing'] for [contaminant(s)], and therefore, cannot be sure of the quality of your drinking water during that time." ...

(c) A public water system providing notice pursuant to this article shall comply with the following multilingual-related requirements:

(2) For a Tier 2 or Tier 3 public notice:

- (A) The notice shall contain information in Spanish regarding the importance of the notice, or contain a telephone number or address where Spanish-speaking residents may contact the public water system to obtain a translated copy of the notice or assistance in Spanish; and
- (B) When a non-English speaking group other than Spanish-speaking exceeds 1,000 residents or 10 percent of the residents served by the public water system, the notice shall include:
  - 1. Information in the appropriate language(s) regarding the importance of the notice; or
  - 2. A telephone number or address where such residents may contact the public water system to obtain a translated copy of the notice or assistance in the appropriate language; and

(3) For a public water system subject to the Dymally-Alatorre Bilingual Services Act, Chapter 17.5, Division 7, of the Government Code (commencing with section 7290), meeting the requirements of this Article may not ensure compliance with the Dymally-Alatorre Bilingual Services Act.

(d) Each public notice given pursuant to this article shall:

- (1) Be displayed such that it catches people's attention when printed or posted and be formatted in such a way that the message in the public notice can be understood at the eighth-grade level;
- (2) Not contain technical language beyond an eighth-grade level or print smaller than 12 point; and
- (3) Not contain language that minimizes or contradicts the information being given in the public notice.

**Appendix 64465-A. Health Effects Language - Microbiological Contaminants.**

Contaminant	Health Effects Language
Total Coliform	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
Fecal coliform/E. coli	Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
Turbidity	Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

**Section 64469 (Reporting Requirements) states in relevant part:**

- (d) Within 10 days of giving initial or repeat public notice pursuant to Article 18 of this Chapter, except for notice given under section 64463.7(d), each water system shall submit a certification to the State Board that it has done so, along with a representative copy of each type of public notice given.

**Section 64481 (Content of the Consumer Confidence Report) states in relevant part:**


- (g) For the year covered by the report, the Consumer Confidence Report shall note any violations of paragraphs (1) through (7) and give related information, including any potential adverse health effects, and the steps the system has taken to correct the violation.

- (1) Monitoring and reporting of compliance data.

## APPENDIX 2. NOTIFICATION TEMPLATE

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

	<p><b>The City of Chino Hills Water Distribution System Had Levels of Coliform Bacteria Above the Drinking Water Standard</b></p>
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The City routinely monitors its water supply for the presence of drinking water contaminants. We recently tested 100 samples for the presence of coliform bacteria. The State Water Resources Control Board standard requires that no more than 5% of our samples may show the presence of coliform bacteria. For the first time since incorporation of this City, the testing resulted in 7% of the samples displaying the presence of coliform bacteria. This is considered a violation of the Total Coliform (TC) maximum contaminant level (MCL) water standard. Although this does not constitute an emergency, you have the right to know what happened, what we are doing (or have done) to correct this situation and what you should do, if anything.

#### **What happened?**

The City of Chino Hills receives its domestic water from several sources, including its own wells, neighboring water district wells (by agreement), purified (desalted) water from a neighboring water treatment facility and imported water which originates from the State Water Project. All of the domestic water provided from these sources meets State and Federal Drinking Water Standards and sends the finished water to Chino Hills via several pipelines.

For an extended period beginning in mid-December, 2016, the imported water treatment facility went off-line for repairs and maintenance. By Friday, March 3<sup>rd</sup>, 2017, the City resumed taking imported water deliveries. An investigation into the cause of the presence of coliform bacteria concluded that water from a couple of different sources may have stagnated in the water conveyance system. The stagnation is very likely to have cultivated some bacteria. Upon reinitiating delivery, the stale water is likely to have been conveyed to a few locations within the City's water system, causing the failure of the samples.

Total coliform bacteria are generally not harmful themselves. Coliforms are bacteria which are naturally present and abundant in the environment and are used as an indicator that other, potentially-harmful bacteria, may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

#### **What has been done?**

On Wednesday, March 8<sup>th</sup>, the City Water Division performed its routine weekly sampling plan. On Thursday, March 9<sup>th</sup>, the independent laboratory, which conducts the tests, notified the City of the coliform-positive samples. The State Water Resources Control Board was immediately notified and the distribution system was flushed. The City followed State-required procedures and 77 additional samples (5 samples upstream and downstream from the initial sampling

points, including the original sampling points) were taken. Additionally, the State had the City test the two wells that were operating at the time by taking five samples at different times. The City is pleased to report that all the samples tested on March 9, 2017 received negative lab results, indicating that the problem had been corrected. To further verify this result, although not required, the City performed further testing on March 15, 2017 with the results showing the absence of coliform bacteria.

For more information, please contact Mark Wiley, Water and Sewer Manager at 909-364-2854 or [mwiley@chinohills.org](mailto:mwiley@chinohills.org).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

### What should you do?

- **This is not an emergency and you do not need to boil your water or take any actions.** If it had been, you would have been notified immediately.
- Total coliform bacteria are generally not harmful themselves. Coliforms are bacteria which are naturally present and abundant in the environment and are used as an indicator that other, potentially-harmful bacteria, may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems. Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any harmful bacteria in our testing at any time.** If we had, we would have notified you immediately.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk when harmful bacteria are present. These people should seek advice about drinking water from their healthcare providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

### Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by the City of Chino Hills.

State Water System ID#: 3610036. Date distributed: 4/5/2017.

## INFORMACIÓN IMPORTANTE SOBRE SU AGUA POTABLE



### **El Sistema de Distribución de Agua de la Ciudad de Chino Hills tuvo Niveles de Bacterias Coliformes más del Estándar de Agua Potable**

La Ciudad rutinariamente monitorea su suministro de agua para la presencia de contaminantes del agua potable. Recentemente hemos probado cien muestras para la presencia de bacteria coliformes. La norma de la Junta Estatal de Control de Recursos de Agua exige que no más del cinco por ciento de nuestras muestras pueda mostrar la presencia de bacterias coliformes. Por primera vez desde la incorporación de esta ciudad, las pruebas resultaron en el siete por ciento de las muestras que muestran la presencia de bacterias coliformes. Esto se considera una violación del nivel de contaminante máximo del nivel de contaminante (MCL) de coliformes totales (TC). Aunque esto no constituye una emergencia, usted tiene el derecho de saber lo que sucedió, lo que estamos haciendo (o hemos hecho) para corregir esta situación, y lo que debería hacer, si es que algo.

#### **¿Qué pasó?**

La Ciudad de Chino Hills recibe su agua doméstica de varias fuentes, incluyendo sus propios pozos, pozos vecinos del distrito de agua (de acuerdo), agua purificada (desalada) de una instalación de tratamiento de aguas vecina, y agua importada que proviene del Proyecto de Agua del Estado. Toda el agua doméstica provista de estas fuentes cumple con las normas estatales y federales de agua potable y envía el agua terminada a Chino Hills a través de varias tuberías.

Durante un período de tiempo extendido que comenzó a mediados de diciembre de 2016, la instalación importada de tratamiento de aguas se puso fuera de línea para realizar reparaciones y mantenimiento. Para el viernes 3 de marzo de 2017, la Ciudad reanudó la entrega de agua importada. Una investigación sobre la causa de la presencia de bacterias coliformes concluyó que el agua de un par de fuentes diferentes pudo haber estancado en el sistema de transporte de agua. Es muy probable que haya cultivado algunas bacterias. Al reiniciarse la entrega, es probable que el agua estancada haya sido transportada a algunas ubicaciones dentro del sistema de agua de la Ciudad, causando el fallo de las muestras.

Las bacterias coliformes totales generalmente no son perjudiciales. Los coliformes son bacterias que están naturalmente presentes y abundantes en el medio ambiente y se utilizan como un indicador que otras bacterias, potencialmente dañinas, pueden estar presentes. Coliformes se encontraron en más muestras de lo permitido y esto era una advertencia de problemas potenciales.

#### **¿Qué se ha hecho?**

El miércoles 8 de marzo, la División de Agua de la Ciudad realizó su plan de muestreo semanal de rutina. El jueves, 9 de marzo, el laboratorio independiente que lleva a cabo las pruebas notificó a la Ciudad de las muestras positivas para coliformes. La Junta Estatal de Control de Recursos Agua fue inmediatamente notificada y el sistema de distribución fue descargado. La Ciudad siguió los procedimientos requeridos estatales y se tomaron 77 muestras adicionales (5

muestras río arriba y río abajo de los puntos de muestreo iniciales, incluyendo los puntos de muestreo originales). Además, el Estado hizo que la Ciudad probara los dos pozos que estaban operando en ese momento, tomando cinco muestras en diferentes momentos. La Ciudad se complace en informar que todas las muestras probadas el 9 de marzo de 2017 recibieron resultados de laboratorio negativos, indicando que el problema había sido corregido. Para verificar aún más este resultado, aunque no se requirió, la Ciudad realizó pruebas adicionales el 15 de marzo de 2017 con los resultados mostrando la ausencia de bacterias coliformes.

Para obtener más información, comuníquese con Mark Wiley, Gerente de Agua y Alcantarillado al 909-364-2854 o al [mwiley@chinohills.org](mailto:mwiley@chinohills.org).

Por favor comparte esta información con todas las otras personas que beben esta agua, especialmente aquellos que no hayan recibido este aviso directamente (por ejemplo, personas en apartamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona o por correo.

### ¿Qué debe hacer?

- **Esto no es una emergencia y usted no necesita hervir su agua ni tomar ninguna acción. Si hubiera tenido, nosotros tendríamos que haberle notificado inmediatamente.**
- Las bacterias coliformes totales generalmente no son perjudiciales. Los coliformes son bacterias que están naturalmente presentes y abundantes en el medio ambiente y se utilizan como un indicador de que pueden estar presentes otras bacterias potencialmente dañinas. Coliformes se encontraron en más muestras de lo permitido y esto era una advertencia de problemas potenciales. Por lo general, los coliformes son un signo de que podría haber un problema con el sistema de tratamiento o distribución (tuberías). Siempre que detectamos bacterias coliformes en cualquier muestra, realizamos pruebas de seguimiento para ver si existen otras bacterias de mayor preocupación, como coliformes fecales o E. coli. **No hemos encontrado ninguna bacteria dañina en nuestras pruebas en ningún momento.** Si hubiera habido, les hubiéramos notificado inmediatamente.
- Las personas con sistemas inmunológicos gravemente comprometidos, los infantes, y algunos ancianos pueden estar en mayor riesgo cuando las bacterias dañinas están presentes. Estas personas deben buscar asesoramiento sobre el agua potable de sus proveedores de atención médica. Las directrices generales sobre las maneras de disminuir el riesgo de infección por microbios están disponibles en la Línea Directa de Agua Potable Segura de la EPA de los Estados Unidos al 1 (800) 426-4791.
- Si tiene otros problemas de salud relacionados con el consumo de esta agua, puede consultar con su médico.

### Requisitos de notificación secundaria

Al recibir la notificación de una persona que opera un sistema de agua pública, la siguiente notificación debe ser dada dentro de 10 días [Código de Salud y Seguridad Sección 116450 (g)]:

- **ESCUELAS:** Debe notificar a los empleados de la escuela, estudiantes y padres (si los estudiantes son menores de edad).
- **PROPIETARIOS DE PROPIEDADES DE ALQUILER RESIDENCIAL O GERENTES** (incluyendo hogares de ancianos y centros de cuidado): Debe notificar a los inquilinos.
- **PROPIETARIOS DE PROPIEDADES COMERCIALES, GERENTES O OPERADORES:** Debe notificar a los empleados de las empresas ubicadas en la propiedad.

Este aviso es enviado por la Ciudad de Chino Hills.

Sistema de agua del estado ID#: 3610036. Fecha distribuida: 4/5/2017.

### APPENDIX 3. COMPLIANCE CERTIFICATION

**Citation Number:** 05-13-17C-012

**Name of Water System:** City of Chino Hills

**System Number:** 3610036

#### Certification

I certify that the users of the water supplied by this water system were notified of the bacteriological violation of California Code of Regulations, Title 22, Section 64426.1 for the compliance period of March 2017 and the required actions listed below were completed.

Required Action	Date Completed
<i>(Citation Directive 2) Public Notification Method(s) Used: Public distribution at various locations, Websites</i>	4/5/2017
<i>(Citation Directive 4) Complete and Submit Positive Total Coliform Investigation</i>	4/5/2017

\_\_\_\_\_  
Signature of Water System Representative

\_\_\_\_\_  
Date

**Attach a copy of the public notice distributed to the water system's customers.**

<b>THIS FORM MUST BE COMPLETED AND RETURNED TO THE STATE BOARD, DIVISION OF DRINKING WATER, NO LATER THAN April 30, 2017</b>
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**Disclosure:** Be advised that the California Health and Safety Code, Sections 116725 and 116730 state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the Safe Drinking Water Act may be liable for, respectively, a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation or, for continuing violations, for each day that violation continues, or be punished by a fine of not more than \$25,000 for each day of violation, or by imprisonment in the county jail not to exceed one year, or by both the fine and imprisonment.



## APPENDIX 4. REVISED TOTAL COLIFORM RULE (RTCR) – LEVEL 1 ASSESSMENT Groundwater with Chemical Removal Treatment

This form is intended to assist public water systems in completing the investigation required by the federal revised Total Coliform Rule (rTCR) [effective April 1, 2016] and may be modified to take into account conditions unique to the water system. **To avoid a violation, an assessment report must be completed and returned to your local regulatory agency no later than 30 days after the trigger date.**



### ADMINISTRATIVE INFORMATION

Entity Name: PWSID NUMBER: 3610036 System Type: Municipality	Name City of Chino Hills	System Address & Email 14000 City Center Drive Chino Hills, Ca. 91709	Telephone Number 909-364-2600
Operator in Responsible Charge (ORC)	Paul Fonseca	14000 City Center Dr. Chino Hills, Ca. 91709 pfonseca@chinohills.org	909-364-2808
Person that collected TC samples	Paul Fonseca	14000 City Center Dr. Chino Hills, Ca. 91709 pfonseca@chinohills.org	909-364-2808
System Owner	City of Chino Hills	14000 City Center Dr. Chino Hills, Ca. 91709	909-364-2600
Certified Laboratory for Microbiological Analyses	ES Babcock Laboratories, INC.	6100 Quail Valley Ct. Riverside, Ca. 92507	951-653-3351
Date Investigation Completed: March 9, 2017			
Month(s) of Coliform Treatment Technique Trigger: N/A			

### INVESTIGATION DETAILS

SOURCE	WELL (name)	WELL (name)	WELL (name)	WELL (name)	COMMENTS (attach additional pages if needed)
	1A	17			
1. Inspect each well head for physical defects and report	Yes	Yes			
a. Is raw water sample tap upstream from point of disinfection?	No	No			
b. Is wellhead vent pipe screened?	Yes	Yes			
c. Is wellhead seal watertight?	Yes	Yes			
d. Is well head located in pit or is any piping from the wellhead submerged?	No	No			
e. Does the ground surface slope towards well head?	No	No			
f. Is there evidence of standing water near the wellhead?	No	No			
g. Are there any connections to the raw water piping that could be cross-connections? (describe all connections in comments)	No	No			
h. Is the wellhead secured to prevent unauthorized access?	Yes	Yes			
i. To what treatment plant (name) does this well pump?	N/A	N/A			
j. How often do you take a raw water total coliform (TC) test?	1per/month when plant operating	1per/month when plant operating			
k. Provide the date and result of the last TC test at this location	3/10/17	3/10/17			

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

SOURCE	WELL (name)	WELL (name)	WELL (name)	WELL (name)	COMMENTS  (attach additional pages if needed)
	1A	17			
	absent	absent			

CHEMICAL REMOVAL TREATMENT	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	COMMENTS
	1A	17			
1. If you provide any chemical removal treatment in addition to disinfection, was there any equipment failure?	N/A	N/A			
a. Have you inspected the chemical treatment units?	N/A	N/A			
b. What is the condition of the treatment units?	N/A	N/A			
2. Did you collect a bacteriological quality or HPC sample from the treatment plant?	N/A	N/A			
3. Do you think the source of bacteriological contamination in the distribution system may be the chemical treatment media/vessels?	N/A	N/A			
4. What actions have you taken or plan to take?	N/A	N/A			
5. Any additional important information?	No removal treatment at well	No removal treatment at well			

CHLORINATION TREATMENT	PLANT (NAME)*	PLANT (NAME)*	PLANT (NAME)*	PLANT (NAME)*	COMMENTS
	1A	17			
1. If you provide continuous chlorination treatment, was there any equipment failure?	No	No			
a. Did this result in a loss of chlorine residual at the entry point to distribution system? If Yes, how long?	No	No			
b. Was emergency chlorination initiated? If Yes, how long?	Yes, at reservoirs only. Ongoing now.	Yes, at reservoirs only. Ongoing now.			
2. Did the distribution system lose chlorine residual?	No	No			
3. If you do not provide routine chlorination, was emergency chlorination initiated? If Yes, when?	No	No			
4. Inspect each point where disinfectant is added and report	Yes	Yes			
a. For hypochlorinator systems	Yes	Yes			
1. Is the disinfectant feed pump feeding disinfectant?	Yes	Yes			

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

CHLORINATION TREATMENT	PLANT (NAME)*	PLANT (NAME)*	PLANT (NAME)*	PLANT (NAME)*	COMMENTS
2. What is the feed rate of disinfectant in ml/minute	1A	17			
3. What is the concentration of the disinfectant solution being fed? (percent, or mg/L of chlorine as HOCl)	3.1	3.1			
4. By what method was the concentration of solution determined? (ex: measured, manufacturer's literature)	Measured and Calculated	Measured and Calculated			
5. What is the age (days) of the disinfectant solution currently being used at this treatment location?	30-60 days	30-60 days			
6. What is the raw water flow rate at the point where disinfectant is added in gallons per minute?	800gpm	1000gpm			
7. What is the <b>total</b> chlorine residual measured immediately downstream from the point of application?	.2mg/L	.2mg/L			
8. What is the <b>free</b> chlorine residual measured immediately downstream from the point of application?	.3mg/L to .4mg/L	.3mg/L to .4mg/L			
9. What is the contact time in minutes from the point of disinfectant application to the first customer?	20 min.	20 min.			

\*: The "PLANT" could just be a chlorinator.

DISINFECTION TREATMENT OTHER THAN CHLORINATION (if any)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	COMMENTS
1. Do you provide any disinfection treatment other than chlorination? If Yes, What type?	No	No			
2. Was there any equipment failure? If Yes, how long?	No	No			
a. Did this result in a loss of disinfectant residual at the entry point to distribution system? If Yes, how long?	No	No			
3. Did the distribution system lose disinfectant residual?	No	No			
4. Was emergency chlorination initiated?	Yes, at reservoirs only. Ongoing now.	Yes, at reservoirs only. Ongoing now.			
If Yes, when?	Same day as notification of violation	Same day as notification of violation			
5. Inspect each point where disinfectant is added and report:	Yes	Yes			
6. For <b>UV</b> disinfection systems:	N/A	N/A			
a. is the UV disinfectant equipment working properly?	N/A	N/A			

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

DISINFECTION TREATMENT OTHER THAN CHLORINATION (if any)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	COMMENTS
b. What is the UV dosage in millijoules per sq. cm (mJ/cm <sup>2</sup> )?	N/A	N/A			
c. By what method was the feed rate/residual concentration determined? (ex: measured, manufacturer's literature)	N/A	N/A			
d. What is the age of the UV lamps currently being used at this treatment location?	N/A	N/A			
e. What is the raw water flow rate at the point where UV is added?	N/A	N/A			

STORAGE	TANK (name) #1	TANK (name) #2	TANK (name) #4	TANK (name) #5	COMMENTS
1. Is each tank locked to prevent unauthorized access?	Yes	Yes	Yes	Yes	
2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank?	Yes	Yes	Yes	Yes	
3. Is the overflow on each tank screened?	Yes	Yes	Yes	Yes	
4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.?	No	No	No	No	
5. Is the roof/cover of the tank sealed and free of any leaks.	N/A	N/A	N/A	yes	
6. Is the tank above ground or buried.	Buried	Buried	Buried	Buried	
a. If buried or partially buried, are there provisions to direct surface water away from the site.	Yes	Yes	Yes	Yes	
b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion?	Yes	Yes	Yes	Yes	
7. Does the tank "float" on the distribution system or are there separate inlet and outlet lines?	float	float	float	float	They float using altitude valves.
8. What is the <b>measured</b> chlorine residual (total/free) of the water exiting the storage tank <b>today</b> ?	.40 total	.49 total	.35 total	.80 total	
9. What is the volume of the storage tank in gallons?	1MG	1MG	1MG	2MG	
10. Is the tank baffled?	No	No	No	No	
11. Prior to the TC+ or EC+, what was the previous date items #1-7 were checked and documented?	Yes	Yes	Yes	Yes	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

STORAGE (continued)	TANK (name) #7	TANK (name) #8	TANK (name) #9	TANK (name) #11	COMMENTS
1. Is each tank locked to prevent unauthorized access?	Yes	Yes	Yes	Yes	
2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank?	Yes	Yes	Yes	Yes	
3. Is the overflow on each tank screened?	Yes	Yes	Yes	Yes	
4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.?	No	No	No	No	
5. Is the roof/cover of the tank sealed and free of any leaks?	N/A	N/A	N/A	yes	
6. Is the tank above ground or buried.	Above	Above	Above	Above	
a. If buried or partially buried, are there provisions to direct surface water away from the site.	N/A	N/A	N/A	N/A	
b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion?	Yes	Yes	Yes	Yes	
7. Does the tank "float" on the distribution system or are there separate inlet and outlet lines?	Float	Float	Float	Float	They float using altitude valves.
8. What is the <b>measured</b> chlorine residual (total/free) of the water exiting the storage tank <b>today</b> ?	.45 total	.23 total	.44 total	.35 total	
9. What is the volume of the storage tank in gallons?	.28MG	.10MG	2MG	2MG	
10. Is the tank baffled?	No	No	No	No	
11. Prior to the TC+ or EC+, what was the previous date items #1-7 were checked and documented?	Yes	Yes	Yes	Yes	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

STORAGE (continued)	TANK (name) #12	TANK (name) #13	TANK (name) #14	TANK (name) #15	COMMENTS
1. Is each tank locked to prevent unauthorized access?	Yes	Yes	Yes	Yes	
2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank?	Yes	Yes	Yes	Yes	
3. Is the overflow on each tank screened?	Yes	Yes	Yes	Yes	
4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.?	No	No	No	No	
5. Is the roof/cover of the tank sealed and free of any leaks.	N/A	N/A	N/A	Yes	
6. Is the tank above ground or buried.	Above	Above	Above/ Buried	Buried	
a. If buried or partially buried, are there provisions to direct surface water away from the site.	Yes	Yes	Yes	Yes	
b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion?	Yes	Yes	Yes	Yes	
7. Does the tank "float" on the distribution system or are there separate inlet and outlet lines?	Float	Float	Float	Float	They float using altitude valves.
8. What is the <b>measured</b> chlorine residual (total/free) of the water exiting the storage tank <b>today</b> ?	.41 total	.85 total	.33 total	.50 total	
9. What is the volume of the storage tank in gallons?	1MG	1MG	1MG	2MG	
10. Is the tank baffled?	No	No	No	No	
11. Prior to the TC+ or EC+, what was the previous date items #1-7 were checked and documented?	Yes	Yes	Yes	Yes	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

STORAGE (continued)	TANK (name) #16	TANK (name) #17	TANK (name) #19	TANK (name)	COMMENTS
1. Is each tank locked to prevent unauthorized access?	Yes	Yes	Yes		
2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank?	Yes	Yes	Yes		
3. Is the overflow on each tank screened?	Yes	Yes	Yes		
4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.?	No	No	No		
5. Is the roof/cover of the tank sealed and free of any leaks.	N/A	N/A	N/A		
6. Is the tank above ground or buried.	Above	Above	Above		
a. If buried or partially buried, are there provisions to direct surface water away from the site.	Yes	Yes	Yes		
b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion?	Yes	Yes	Yes		
7. Does the tank "float" on the distribution system or are there separate inlet and outlet lines?	Float	Float	Float		They float using altitude valves.
8. What is the <b>measured</b> chlorine residual (total/free) of the water exiting the storage tank <b>today</b> ?	.30 total	.22 total	.35 total		
9. What is the volume of the storage tank in gallons?	1MG	1MG	1MG		
10. Is the tank baffled?	No	No	No		
11. Prior to the TC+ or EC+, what was the previous date items #1-7 were checked and documented?	Yes	Yes	Yes		

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

PRESSURE TANK	TANK (name)	TANK (name)	TANK (name)	TANK (name)	COMMENTS
	HP-1	HP-2	HP-3	HP-4	
1. What is the volume of the pressure tank?	750Gal.	1500Gal	1000Gal	2000Gal.	
2. What is the age of the pressure tank?	30yrs	35yrs	5yrs	5yrs	
3. Is the pressure tank bladder type or air compressor type?	Air	Air	Air	Air	
4. Did the pressure tank(s) deviate from normal operating pressure?	No	No	No	No	
5. Is the compressor pump running more often than normal?	No	No	No	No	
6. Is the tank bladder(s) is water logged?	No	No	No	No	
7. Is the tank(s) damaged, rusty, leaking, or has holes?	No	No	No	No	
8. Was there any recent work performed?	No	No	No	No	
9. Is the air relief vent (if there is one) on the pressure tank screened and facing downwards?	Yes	Yes	Yes	Yes	
10. Can the inside of the pressure tank be visually inspected thru an inspection port? If so, when was the last time it was inspected?	Yes unknown	Yes 10+yrs	Yes 5yrs	Yes 5yrs	

PRESSURE TANK (continued)	TANK (name)	TANK (name)	TANK (name)	TANK (name)	COMMENTS
	HP-5	HP-6			
1. What is the volume of the pressure tank?	2000Gal	250Gal			
2. What is the age of the pressure tank?	6yrs	6yrs			
3. Is the pressure tank bladder type or air compressor type?	air	bladder			
4. Did the pressure tank(s) deviate from normal operating pressure?	No	No			
5. Is the compressor pump running more often than normal?	No	No			
6. Is the tank bladder(s) is water logged?	No	No			
7. Is the tank(s) damaged, rusty, leaking, or has holes?	No	No			
8. Was there any recent work performed?	No	No			
9. Is the air relief vent (if there is one) on the pressure tank screened and facing downwards?	Yes	Yes			
10. Can the inside of the pressure tank be visually inspected thru an inspection port? If so, when was the last time it was inspected?	Yes 6yrs	No			H-P 6 is a very small bladder tank serving 4 customers.

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

DISTRIBUTION SYSTEM	SYSTEM RESPONSES
1. What is the minimum pressure you are maintaining in the distribution system?	45psi
2. Did pressure in the distribution system drop to less than 5 psi prior to experiencing the total coliform positive finding.	No
3. Has the distribution system been worked on within the last week? (service taps, hydrant flushing, main breaks, main extensions, etc.) If yes, provide details.	Yes. Service line repair. Main Break. Daily flushing program
4. Are there any signs of excavations near your distribution system not under the direct control of your maintenance staff?	No
5. Did you inspect your distribution system to check for mainline leaks? Do you or did you have a mainline leak?	Yes
6. If there was a mainline leak, when was it repaired?	N/A
7. On what date was the distribution system last flushed?	3/30/17
8. Is there a written flushing procedure you can provide for our review?	Yes
9. Do you have an active cross connection control program?	Yes
10. What is name and phone number of your Cross-Connection Control Program Coordinator?	Yes
11. Have all backflow prevention devices in the distribution system been tested annually and if they did not pass, were they repaired/replaced and retested?	Yes
12. On what date was the last physical survey of the system done to identify cross-connections?	3/17

BOOSTER STATION	Response
1. Do you have a booster pump? How many?	Yes. 11
2. Do you have a standby booster pump if the main pump fails?	Yes, all booster stations are over engineered to allow for repairs or increased demands.
3. Prior to bacteriological quality problems, did your booster pump fail?	No
4. Do you notice standing water, leakage at the booster station?	No

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)				
	Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
	12. PEYTON AVE. SAMPLER	15170 FROST AVE.	3298 CARRIAGE HOUSE DR.	3/1/17
1. What is the height of the sample tap above grade? (inches)	36"	18"	18"	
2. Is the sample tap located in an exterior location or is it protected by an enclosure?	Enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?	No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?	Yes	Yes	Yes	
5. Can the sample tap be adjusted to the point where a good laminar flow can be	Yes	Yes	Yes	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)	Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
	12. PEYTON AVE. SAMPLER	15170 FROST AVE.	3298 CARRIAGE HOUSE DR.	3/1/17
achieved without excessive splash?				
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)	Yes	Yes	Yes	
7. Is the area around the sample tap free of excessive vegetation or other impediments to sample collection	Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)	Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?	Yes	Yes	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?	Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny).	Clear	Clear	Clear	

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)	Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
	20. AVENIDA CABRILLO SAMPLER	2254 AVENIDA CABRILLO	2191 CALLE BIENVENIDA	3/1/17
1. What is the height of the sample tap above grade? (inches)	36"	18"	18"	
2. Is the sample tap located in an exterior location or is it protected by an enclosure?	enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?	No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?	Yes	Yes	Yes	
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?	Yes	Yes	Yes	
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)	Yes	Yes	Yes	
7. Is the area around the sample tap free of excessive vegetation or other impediments to sample collection	Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)	Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?	Yes	Yes	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the	Yes	Yes	Yes	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)		Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
		20. AVENIDA CABRILLO SAMPLER	2254 AVENIDA CABRILLO	2191 CALLE BIENVENIDA	3/1/17
allowable holding time?					
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny).		Clear	Clear	Clear	

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)		Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
		8. ROSEMARY LN. SAMPLER	16805 ROSEMARY LN.	16793 ROSEMARY LN.	3/8/17
		36"			
		Enclosure	Open, hose bib	Open, hose bib	
		No	No	No	
		Yes	Yes	Yes	
		Yes	Yes	Yes	
		Yes	Yes	Yes	
		Yes	Yes	Yes	
		Yes	Yes	Yes	
		Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
		Yes	No, tree trimmers on site	Yes	
		Yes	Yes		
1. What is the height of the sample tap above grade? (inches)					
2. Is the sample tap located in an exterior location or is it protected by an enclosure?					
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?		No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?		Yes	Yes	Yes	
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?		Yes	Yes	Yes	
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)		Yes	Yes	Yes	
7. Is the area around the sample tap free of excessive vegetation or other impediments to sample collection		Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)		Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?		Yes	No, tree trimmers on site	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?		Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny)		Clear	Clear	Clear	

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)		Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
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## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

	<b>9. HIGHLAND PASS RD. SAMPLER</b>	<b>1561 GREENS DR.</b>	<b>16231 CANON LN.</b>	<b>3/8/17</b>
1. What is the height of the sample tap above grade? (inches)	36"	18"	18"	
2. Is the sample tap located in an exterior location or is it protected by an enclosure?	Enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?	No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?	Yes	Yes	Yes	
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?	Yes	Yes	Yes	
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)	Yes	Yes	Yes	
7 Is the area around the sample tap free of excessive vegetation or other impediments to sample collection	Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)	Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?	Yes	No, water was locked off non-payment	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?	Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny),	Clear	Clear	Clear	

<b>SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)</b>	<b>Routine Site TC+ or EC+</b>	<b>Upstream Site</b>	<b>Downstream Site</b>	<b>Date of Sample</b>
	<b>10. CANON LN. SAMPLER</b>	<b>16410 CANON LN.</b>	<b>16380 CANON LN.</b>	<b>3/8/17</b>
1. What is the height of the sample tap above grade? (inches)	36"			
2. Is the sample tap located in an exterior location or is it protected by an enclosure?	Enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?	No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?	Yes	Yes	Yes	
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?	Yes	Yes	Yes	
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)	Yes	Yes	Yes	
7 Is the area around the sample tap free of excessive vegetation or other impediments to sample collection	Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran	Flushed, and	Flushed, and	Flushed, and	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)		Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
10. CANON LN. SAMPLER		16410 CANON LN.	16380 CANON LN.	3/8/17	
water, swabbed with disinfectant, flamed, etc.)		swabbed	swabbed	swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?		Yes	Yes	No, homeowner painted over hose bib	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?		Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny),		Clear	Clear	Clear	

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)		Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
12. PEYTON AVE. SAMPLER		15170 FROST AVE.	3298 CARRIAGE HOUSE DR.	3/8/17	
1. What is the height of the sample tap above grade? (inches)		36"	18"	18"	
2. Is the sample tap located in an exterior location or is it protected by an enclosure?		Enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?		No	No	No	
4. Is the sample tap in good condition, free of leaks around the stem or packing?		Yes	No	No	
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?		Yes	Yes	Yes	
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)		Yes	Yes	Yes	
7. Is the area around the sample tap free of excessive vegetation or other impediments to sample collection		Yes	Yes	Yes	
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)		Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?		Yes	Yes	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?		Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny),		Clear	Clear	Clear	

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)				
	Routine Site TC+ or EC+	Upstream Site	Downstream Site	Date of Sample
	20. AVENIDA CABRILLO SAMPLER	2254 AVENIDA CABRILLO	2191 CALLE BIENVENIDA	3/8/17
1. What is the height of the sample tap above grade? (inches)	36"	18"	18"	
2. Is the sample tap located in an exterior location or is it protected by an enclosure?	Enclosure	Open, hose bib	Open, hose bib	
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?	No			
4. Is the sample tap in good condition, free of leaks around the stem or packing?	Yes			
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?	Yes			
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings, other contaminants or spray irrigation systems)	Yes			
7. Is the area around the sample tap free of excessive vegetation or other impediments to sample collection	Yes			
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)	Flushed, and swabbed	Flushed, and swabbed	Flushed, and swabbed	
9. Is this sample tap designated on the bacteriological sample siting plan (BSSP) as a routine or repeat site?	Yes	Yes	Yes	
10. Were the samples delivered to the laboratory in a cooler and within the allowable holding time?	Yes	Yes	Yes	
11. What were the weather conditions at the time of the positive sample (rainy, windy, sunny),	Clear	Clear	Clear	
<b>GENERAL OPERATIONS:</b>				
1. Has the sampler(s) who collected the samples received training on proper sampling techniques? If yes, please indicate date of last training.	Yes, No available date of training			
2. Does the water system have a written sampling procedure and was it followed?	No			
3. Where there any power outages that affected water system facilities during the 30 days prior to the TC+ or EC + findings?	No			
4. Were there any main breaks, water outages, or low pressure reported in the service area from which TC+ or EC+ samples were collected?	No			
5. Does the system have backup power or elevated storage?	Yes			
6. During or soon after bacteriological quality problems, did you receive any complaints of any customers' illness suspected of being waterborne? How many?	No			
7. What were the symptoms of illness if you received complaints about customers being sick?	No			

## APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION

**SUMMARY:** Based on the results of your assessment and any other available information, what deficiencies do you believe to have caused the positive total coliform sample(s) within your distribution system? (DO NOT LEAVE BLANK)

Deficiency #	Deficiency Description
1. Sample Site #8	<p>The City of Chino Hills receives its domestic water from several sources, including its own wells, neighboring water district wells (by agreement), purified (desalted) water from a neighboring water treatment facility and imported water which originates from the State Water Project. All of the domestic water provided from these sources meets State and Federal Drinking Water Standards and sends the finished water to Chino Hills via several pipelines.</p> <p>For an extended period beginning in mid-December, 2016, the imported water treatment facility went off-line for repairs and maintenance. By Friday, March 3<sup>rd</sup>, 2017, the City resumed taking imported water deliveries. An investigation into the cause of the presence of the coliform bacteria concluded that water from a couple of different sources may have stagnated in the water conveyance system. The stagnation is very likely to have cultivated some bacteria. Upon reinitiating delivery, the stale water is likely to have been conveyed to a few locations within the City's water system, causing the failure of the samples.</p>
2. Sample Site #9	
3. Sample Site #10	
4. Sample Site #12	
5. Sample Site #20	

**CORRECTIVE ACTIONS:** What actions have you taken to correct the above mentioned deficiencies? If additional time is needed to correct a deficiency, indicate the date that it will be corrected. (DO NOT LEAVE BLANK)

Deficiency #	Corrective Action	Completion/Proposed Date
1. Sample Site #8	<p>On Wednesday, March 8<sup>th</sup>, the City Water Division performed its routine weekly sampling plan. On Thursday, March 9<sup>th</sup>, the independent laboratory, which conducts the tests, notified the City of the coliform-positive samples. The State Water Resources Control Board was immediately notified and the distribution system was flushed. The City followed State-required procedures and additional samples were taken. The Board also had the City test the two wells that were operating at the time. The City is pleased to report that all the samples tested on March 9, 2017 received negative lab results, indicating that the problem had been corrected. To further verify this result, although not required, the City performed further testing on March 15, 2017 with the results showing the absence of coliform bacteria.</p>	March 9, 2017
2. Sample Site #9		
3. Sample Site #10		
4. Sample Site #12		
5. Sample Site #20		

**CERTIFICATION:** I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

**NAME:** Mark Wiley **TITLE:** Water and Sewer Manager **DATE:** April 5, 2017

## **APPENDIX 4. POSITIVE TOTAL COLIFORM INVESTIGATION**

**Upon review of the Level 1 Assessment Form, the local regulatory agency may require submittal of the following additional information:**

- Sketch of system showing all sources, all treatment and chlorination locations, storage tanks, microbiological sampling sites and general layout of the distribution system including the location of all hazardous connections such as the wastewater treatment facility.
- A set of photographs of the source, pressure tanks, and storage tanks in the system may be submitted if they would show that the contamination is directly related and changes have been made since the last inspection by the local regulatory agency.
- Name, certification level and certificate number of the Operator in Responsible Charge.
- Copy of the last cross connection survey performed that identifies the location of all unprotected cross connections.